



CHAPEL HILL TRANSIT
Town of Chapel Hill
6900 Millhouse Road
Chapel Hill, NC 27514-2401

phone (919) 969-4900
www.townofchapelhill.org/transit

February 3, 2015

Marvin McKesson
A & B Cleaning Service, Inc.
610-B Lyndale Court
Greensboro, NC 27858

Re: Notice of Deficiencies for Janitorial Services for Town of Chapel Hill Transit Department,
Contract 1234

Dear Mr. McKesson:

This letter provides formal notice of deficiencies that A & B Cleaning Service, Inc. is in default of the above referenced contract, Janitorial Services for Town of Chapel Hill Transit Department with the Town of Chapel Hill Transit Department (CHT) for failure to conform to the Terms and Conditions in the contract and/or those included in Exhibit A thereto, as well as agreements made during the contract kick-off meeting on November 10, 2014.

A summary of your firm's performance deficiencies include:

- Unacceptable delay in having paper towel dispensers installed. Paper towel dispenser broken for several weeks and not repaired. Paper towel dispenser improperly loaded and not corrected immediately. Paper towels not replenished or left on top of dispenser multiple times in multiple locations.
- Toilet paper not fully replenished multiple times in multiple locations.
- Toilet seat covers dispensers never installed.
- Delay installing new soap dispensers. New dispensers mounted in error on mirrors without checking with CHT staff. Walls not patched where dispensers were removed.
- Staff not arriving consistently between 5:30 PM to 6:30 PM as agreed during the kick-off meeting.
- Second floor offices and conference rooms not vacuumed or vacuumed properly.
- Trash and recycling bins not emptied consistently.
- Stains on the carpet not been properly spotted and removed.
- Maintenance locker rooms floors not being cleaned.

We believe many of these deficiencies result from your employees' failure to fill out daily checklists and give them to the Contract Inspector so that CHT can determine what's been done and determine immediately if there are discrepancies or deficiencies. We also believe that the

supervision has been inadequate. CHT has overall concerns about how much time the cleaning crew is actually on site and an *apparently* incorrect invoice. See a summary of the questioned invoice on Page 3 of this letter.

Please contact me within three (3) business days to set up a meeting where we can discuss the actions your firm must take to correct these deficiencies and ensure they do not occur in the future. If A & B Cleaning Service, Inc. does not fully comply with the Notice of Deficiency and the directions provided at the upcoming meeting within a reasonable time after the date CHT and your firm meet, the Town of Chapel Hill Transit Department may decide to proceed to elevate this to a Notice of Termination in accordance with Section 11 of the contract and provisions of Exhibit A.

Most Sincerely,



James "Buck" Marks
Procurement Manager
Chapel Hill Transit
6900 Millhouse Road
Chapel Hill, NC 27516-8175

Cc. Marvin McKesson, A&B (via Certified Mail and e-mail)
James McKesson, A&B (via e-mail)
Roger Chapin, Chapel Hill Transit (via e-mail)
Rick Shreve, Chapel Hill Transit (via e-mail)
Zakia Alam, Town of Chapel Hill (via e-mail)

November 2014 Invoice Discrepancy

Days Full Month	30	11/1/2014	11/30/2014
Days of Service	14	11/17/2014	11/30/2014
Service as % Full Month	46.7%		
Full Month Price	\$ 1,176.92		
Cost for 46.7%	\$ 549.23		
Invoice Amount	\$ 888.46		
Apparent Discrepancy	\$ 339.23		